

What is claimed is:

1 1. A self-service sales management system, comprising:
2 a skill authentication server; a shop terminal; a customer
3 terminal and a card company server, which are interconnected
4 via a communication network; wherein

5 said skill authentication server comprises means for
6 creating skill authentication test questions on the basis of
7 a screen input information, calculating a skill authentication
8 result on the basis of a customer test answer information for
9 the skill authentication test questions, and transmitting the
10 customer test answer information and the skill authentication
11 result to said shop terminal and said card company server;

12 said customer terminal comprises means for transmitting
13 the customer test answer information for the skill authentication
14 test questions to said skill authentication server;

15 said card company server comprises means for creating an
16 ID card for storing the customer test answer information and
17 the skill authentication result; and

18 said shop terminal comprises means for transmitting the
19 screen input information to said skill authentication server
20 and means for making a guidance on the basis of the customer
21 test answer information and the skill authentication result that
22 are stored in said ID card.

1 2. The self-service sales management system according to claim
2 1, wherein said skill authentication server comprises skill
3 authentication test creation means for transmitting a home page

4 of a test question creation information input screen regarding
5 a self-service read from a storage unit, storing the screen input
6 information input into the home page of the test question creation
7 information input screen regarding the self-service in said
8 storage unit, and creating a home page including the skill
9 authentication test questions on the basis of the screen input
10 information.

1 3. The self-service sales management system according to claim
2 1, wherein said skill authentication server comprises skill
3 authentication means for transmitting a home page for inputting
4 a personal information of customer, which is read from the storage
5 unit, storing a customer personal information input into the
6 home page for inputting the personal information of customer
7 in said storage unit, transmitting the home page including the
8 skill authentication test questions, which is read from said
9 storage unit, storing the customer test answer information that
10 is input into the home page including the skill authentication
11 test questions in said storage unit, deciding a skill of the
12 customer on the basis of the customer test answer information,
13 and storing the skill authentication result in said storage unit.

1 4. The self-service sales management system according to claim
2 1, wherein said skill authentication server comprises an ID card
3 data issuance means for transmitting the customer personal
4 information, the test answer information and the skill
5 authentication result that are read from said storage unit.

1 5. The self-service sales management system according to claim
2 1, wherein said skill authentication server comprises skill
3 authentication test creation means for transmitting a home page
4 of a test question creation information input screen regarding
5 a self-service read from a storage unit, storing the screen input
6 information that is input into the home page of the test question
7 creation information input screen regarding the self-service
8 in said storage unit, and creating a home page including the
9 skill authentication test questions on the basis of the screen
10 input information, skill authentication means for transmitting
11 a home page for inputting a personal information of customer
12 that is read from said storage unit, storing a customer personal
13 information that is input into the home page for inputting the
14 personal information of customer in said storage unit,
15 transmitting the home page including the skill authentication
16 test questions that is read from said storage unit, storing the
17 customer test answer information input into the home page
18 including the skill authentication test questions in said storage
19 unit, deciding skill of the customer on the basis of the customer
20 test answer information, and storing the skill authentication
21 result in said storage unit, and an ID card data issuance means
22 for transmitting the customer personal information, the customer
23 test answer information and the skill authentication result that
24 are read from said storage unit.

1 6. The self-service sales management system according to claim
2 1, wherein said shop terminal comprises a browser for gaining
3 access to a home page for test question creation regarding a

4 self-service, displaying a home page of a test question creation
5 information input screen that is received from said skill
6 authentication server, and transmitting the screen input
7 information input by a operator to said skill authentication
8 server, and a shop terminal storage unit for storing a customer
9 personal information, the customer test answer information and
10 the skill authentication result that are received from said skill
11 authentication server.

1 7. The self-service sales management system according to claim
2 1, wherein said customer terminal gains access to a home page
3 for the skill authentication test questions, displays a home
4 page for inputting a personal information of customer that is
5 received from said skill authentication server, transmits the
6 personal information of customer input into the home page for
7 inputting the personal information of customer by the customer
8 to said skill authentication server, displays a skill
9 authentication test question screen that is received from said
10 skill authentication server, and transmits the customer test
11 answer information input into the skill authentication test
12 question screen by the customer to said skill authentication
13 server.

1 8. The self-service sales management system according to claim
2 5, wherein said customer terminal displays a home page for
3 inputting the personal information of customer that is received
4 from said skill authentication server, transmits the customer
5 personal information input into the home page for inputting the

6 personal information of customer by the customer to said skill
7 authentication server, displays the home page including the skill
8 authentication test questions that is received from said skill
9 authentication server, and transmits the customer test answer
10 information input into the home page including the skill
11 authentication test questions by the customer to said skill
12 authentication server.

1 9. The self-service sales management system according to claim
2 6, wherein said shop terminal comprises ID card processing means
3 for reading the customer personal information, the test answer
4 information and the skill authentication result that are stored
5 in an ID card, and rewriting the customer personal information,
6 the test answer information and the skill authentication result
7 with the customer personal information, the test answer
8 information and the skill authentication result that are stored
9 in the storage unit of said shop terminal upon a rewrite
10 instruction, collation means for comparing the customer personal
11 information, the test answer information and the skill
12 authentication result from said ID card processing means with
13 the customer personal information, the test answer information
14 and the skill authentication result that are stored in the storage
15 unit of said shop terminal, and outputting the rewrite
16 instruction to said ID card processing means, if they are
17 unmatched, and guidance means for making a guidance on the basis
18 of the customer personal information, the test answer information
19 and the skill authentication result that are stored in the storage
20 unit of said shop terminal.

1 10. The self-service sales management system according to claim
2 8, wherein said shop terminal comprises ID card processing means
3 for reading the customer personal information, the test answer
4 information and the skill authentication result that are stored
5 in an ID card, and rewriting the customer personal information,
6 the test answer information and the skill authentication result
7 with the customer personal information, the test answer
8 information and the skill authentication result that are stored
9 in the storage unit of said shop terminal upon a rewrite
10 instruction, collation means for comparing the customer personal
11 information, the test answer information and the skill
12 authentication result from said ID card processing means with
13 the customer personal information, the test answer information
14 and the skill authentication result that are stored in the storage
15 unit of said shop terminal, and outputting the rewrite
16 instruction to said ID card processing means, if they are
17 unmatched, and guidance means for making a guidance on the basis
18 of the customer personal information, the test answer information
19 and the skill authentication result that are stored in the storage
20 unit of said shop terminal.

1 11. A self-service sales management method, comprising:
2 a step of creating a skill authentication test questions
3 on the basis of a screen input information;
4 a step of calculating a skill authentication result on the
5 basis of the customer test answer information for the skill
6 authentication test questions;

7 a step of transmitting the customer test answer information
8 and the skill authentication result;
9 a step of creating an ID card for storing the customer test
10 answer information and the skill authentication result; and
11 a step of making a guidance on the basis of the customer
12 test answer information and the skill authentication result .

1 12. A self-service sales management method, comprising:
2 a step of transmitting a home page of a test question creation
3 information input screen regarding a self-service read from a
4 storage unit;
5 a step of storing a screen input information input into
6 the home page of the test question creation information input
7 screen regarding the self-service in said storage unit;
8 a step of creating a home page including skill authentication
9 test questions on the basis of the screen input information;
10 a step of transmitting a home page for inputting a personal
11 information of customer, which is read from said storage unit;
12 a step of storing a customer personal information input
13 into the home page for inputting the personal information of
14 customer in said storage unit;
15 a step of transmitting the home page including the skill
16 authentication test questions, which is read from said storage
17 unit;
18 a step of storing a customer test answer information that
19 is input into the home page including the skill authentication
20 test questions in said storage unit;

21 a step of deciding the skill of the customer on the basis
22 of the customer test answer information, and storing the skill
23 authentication result in said storage unit; and

24 a step of transmitting the customer personal information,
25 the customer test answer information and the skill authentication
26 result that are read from said storage unit.

1 13. A self-service sales management method, comprising:

2 a step of displaying the a home page of the test question
3 creation information input screen;

4 a step of transmitting a screen input information input
5 by a operator;

6 a step of storing a customer personal information, a customer
7 test answer information and the skill authentication result in
8 a storage unit of a shop terminal;

9 a step of reading the customer personal information, the
10 customer test answer information and the skill authentication
11 result that are stored in an ID card;

12 a step of rewriting the customer personal information, the
13 customer test answer information and the skill authentication
14 result with the customer personal information, the customer test
15 answer information and the skill authentication result that are
16 stored in the storage unit of said shop terminal upon a rewrite
17 instruction;

18 a step of comparing the customer personal information, the
19 customer test answer information and the customer skill
20 authentication result from said ID card with the customer
21 personal information, the customer test answer information and

22 the skill authentication result that are stored in the storage
23 unit of said shop terminal, and outputting the rewrite
24 instruction, if they are unmatched; and
25 a step of making a guidance on the basis of the customer
26 personal information, the customer test answer information and
27 the skill authentication result that are stored in the storage
28 unit of said shop terminal.

1 14. A self-service sales management program for causing a
2 computer to perform a process, comprising:
3 a step of creating a skill authentication test questions
4 on the basis of a screen input information;
5 a step of calculating a skill authentication result on the
6 basis of the customer test answer information for the skill
7 authentication test questions;
8 a step of transmitting the customer test answer information
9 and the skill authentication result;
10 a step of creating an ID card for storing the customer test
11 answer information and the skill authentication result;
12 and
13 a step of making a guidance on the basis of the customer
14 test answer information and the skill authentication result .

1 15. A self-service sales management program for causing a
2 computer to perform a process, comprising:
3 a step of transmitting a home page of a test question creation
4 information input screen regarding a self-service read from a
5 storage unit;

6 a step of storing a screen input information input into
7 the home page of the test question creation information input
8 screen regarding the self-service in said storage unit;

9 a step of creating a home page including skill authentication
10 test questions on the basis of the screen input information;

11 a step of transmitting a home page for inputting a personal
12 information of customer, which is read from said storage unit;

13 a step of storing a customer personal information input
14 into the home page for inputting the personal information of
15 customer in said storage unit;

16 a step of transmitting the home page including the skill
17 authentication test questions, which is read from said storage
18 unit;

19 a step of storing a customer test answer information that
20 is input into the home page including the skill authentication
21 test questions in said storage unit;

22 a step of deciding the skill of the customer on the basis
23 of the customer test answer information, and storing the skill
24 authentication result in said storage unit; and

25 a step of transmitting the customer personal information,
26 the customer test answer information and the skill authentication
27 result that are read from said storage unit.

1 16. A self-service sales management program for causing a
2 computer to perform a process, comprising:

3 a step of displaying a home page of the test question creation
4 information input screen;

5 a step of transmitting a screen input information input
6 by a operator;

7 a step of storing the customer personal information, a
8 customer test answer information and a skill authentication
9 result in a storage unit of a shop terminal;

10 a step of reading the customer personal information, a
11 customer test answer information and a skill authentication
12 result that are stored in an ID card;

13 a step of rewriting the customer personal information, the
14 customer test answer information and the skill authentication
15 result with the customer personal information, the customer test
16 answer information and the skill authentication result that are
17 stored in the storage unit of said shop terminal upon a rewrite
18 instruction;

19 a step of comparing the customer personal information, the
20 test answer information and the customer skill authentication
21 result from said ID card with the customer personal information,
22 the customer test answer information and the skill authentication
23 result that are stored in the storage unit of said shop terminal,
24 and outputting the rewrite instruction, if they are unmatched;
25 and

26 a step of making a guidance on the basis of the customer
27 personal information, the customer test answer information and
28 the skill authentication result that are stored in the storage
29 unit of said shop terminal.